



May 2019

The Vision

News and updates from and about the Kentucky Department for Community Based Services
Eric T. Clark, Commissioner

From the Commissioner

This April, our staff across the state recognized Child Abuse Prevention Month with outreach events like school visits, community gatherings and walks, proclamation signing ceremonies and regional conferences. These events showed how well we can collaborate with our valued partners and how these collaborations can create more involvement in our child welfare transformation. I was happy to be able to attend many of these educational and inspiring events, and I hope you can continue to include me in your plans. And I got to appreciate many more activities – from door decorating contests to pinwheel plantings – through your contributions to our thriving DCBS social media platforms.

By sharing more of the meaningful work we do online, we are reaching more state and community leaders, more providers and more of the public – especially our own customers. We are writing our own story and presenting our own vision of how our protection and permanency and family support programs are impacting families, neighborhoods, counties and the entire Commonwealth.

Please keep up all of your good work and continue to share it! Be sure to follow our DCBS accounts (@KyDCBS) on Facebook and Twitter!

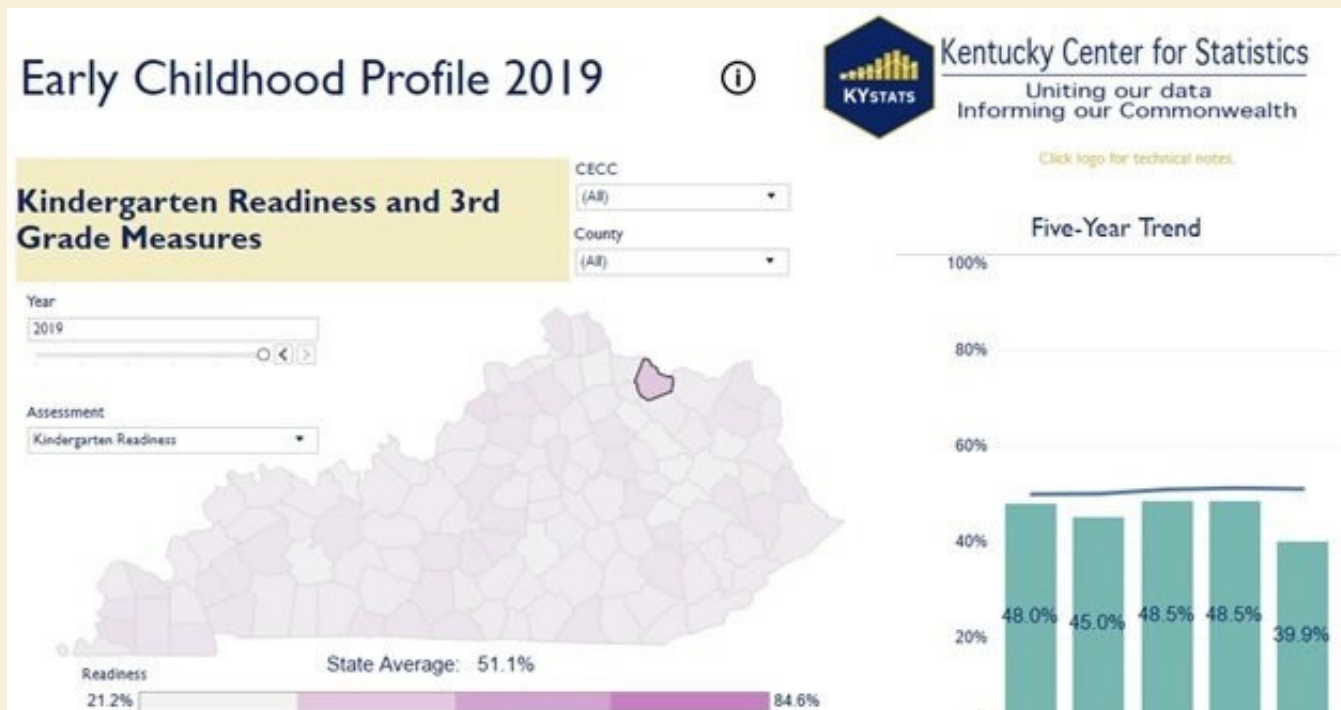
Adult Services

- DCBS, the Ombudsman's Office, and the Office of Legal Services (OLS) continue to partner to improve administrative hearing and final order processes for the Caregiver Misconduct Registry and the criteria for Adult Protective Services (APS) intake and substantiations. This month, DCBS and OLS met to examine applicable definitions in an attempt to clarify interpretations of abuse, neglect, and exploitation in a proposed amendment to administrative regulation, 922 KAR 5:070.
- On March 26, 2019, DCBS participated on the National Adult Protective Services Association Southeastern Regional conference call.
- On April 12, 2019, DCBS participated in a meeting that collaborated with other organizational units in the cabinet to assist in the development of an automated standardized critical incident reporting system for agencies that provide services to vulnerable adults.



First Lady Glenna Bevin and Commissioner Eric Clark at the 2019 Child Abuse Prevention Month kickoff event at the capitol lawn in March.

Child Care



- The Administration for Children and Families (ACF) will be conducting a federal monitoring visit to review Kentucky's compliance with the Child Care and Development Fund Block Grant (CCBG) Nov. 5-7. ACF will spend two days meeting with central office staff and contracted partners, and one day visiting field staff.
- The 2019 Early Childhood Profile is now available online. This interactive report provides data to show how well Kentucky children are being served before they enter primary school, as well as how they perform academically in 3rd grade. DCBS collaborated closely with KYSTATS and agency partners to build this comprehensive report.
- The W.K. Kellogg grant for expanding home-based childcare in Kentucky has moved towards the implementation phase. Two pilot proposals have been awarded \$30,000 each to move forward with region-specific activities to increase the access to early care and education within family child care. Three other pilot proposals are refining their plans. May 1 will be the next advisory meeting during which collaborative efforts will begin having a focus on community education and the importance of early education.
- As of April 25, 2019, 41,894 child care staff member background checks have been initiated, and 35,214 background checks have been completed through the National Background Check Program.
- The Kentucky All STARS Program is at 47% of participating programs at a high quality All STARS rating level (3-5). All STARS staff built upon March's focus in regards to consistent statewide communications by holding an all-staff meeting between All STARS and sub-recipient Child Care Aware. The meeting covered messaging for All STARS renewals in the year 2020. All STARS staff also worked on developing training modules for work processes for new staff hires.
- The DCBS-Division of Child Care continues to dedicate staffing resources to the Preschool Development Grant activities as administered by the Governor's Office of Early Childhood.
- 922 KAR 2:160&E, governing the Child Care Assistance Program (CCAP), were filed Dec. 1 effecting reimbursement rate increases for child care providers among other policy initiatives supported by new federal discretionary funding. New CCAP reimbursement rates were available on Dec. 1. Effective June 28, new technical eligibility rules have been added to include applicants who are enrolled full-time in a trade school, college, university, or GED program or participating in the SNAP Employment and Training Program, support educational and training pursuits of low-income parents. Public comments were received on the proposed administrative regulation. The administrative regulations were approved by the first legislative oversight committee with adoption of the ordinary administrative regulation anticipated on May 31.

Public Assistance

- DCBS has dedicated a project manager and workgroup to intensive resolution of error rates in public assistance programs prioritizing the positive error rate in the Supplemental Nutrition Assistance Program (SNAP) for which the state faces federal penalty and corrective action.
- Human Centered Design: In October, DCBS and Beth Kuhn began to focus on Human Centered design approach to SNAP Employment & Training (E&T). Contracting with Deloitte Digital, research was completed to determine motivation and behaviors for customers who were receiving SNAP, eligible for the SNAP E&T programming, and the associated benefits. From this research, DCBS has developed three concepts upon which to focus: “Intro to E&T,” “Welcome to E&T” and “My Path.” Each of these concepts will serve as tools to help market SNAP E&T to customers, assist them with remaining connected to E&T, and encourage customers to see long term outcomes from the program in order to set goals. The team had an opportunity to share the Human Centered design research to group of their peers from several other states during the South East Regional Office SNAP E&T and ABAWD meeting in Atlanta in April. Kentucky is leading other states in this initiative, and other states were encouraged to replicate this effort.
- SNAP E&T Operations: In an effort to increase activity within the SNAP E&T Program, DCBS is realigning how services are delivered. Understanding that the Kentucky Works Program (KWP) for work eligible recipients of the Kentucky Transitional Assistance Program (K-TAP) is very similar in nature to the SNAP E&T program, the decision has been made to transition the delivery of SNAP E&T services to the current KWP providers beginning July 1. DCBS will continue efforts to offer these programs through the Kentucky Career Centers while adding access points with these new providers for residents in rural areas.
- KI-HIPP: Kentucky Integrated Health Insurance Premium Payment (KI-HIPP) Program is scheduled to launch May 6. KI-HIPP is a program that helps eligible Medicaid members pay for the costs of an Employer-Sponsored Insurance (ESI) through current or past employment. Initial implementation will include individuals who are currently receiving Medicaid and are eligible for ESI. In August, the program will be expanded to include individuals receiving Medicaid who have a family member eligible for ESI. Benefits for joining KI-HIPP include payment for the cost of an insurance premium, which is the amount customers pay the health insurance company for coverage, access to doctors and specialists within the Medicaid and ESI plan, access to Medicaid-covered services through Medicaid wrap-around benefits, and potential full family coverage through an ESI plan even if not everyone in the household is Medicaid eligible. Individuals interested in participation in KI-HIPP will be able to apply using the same self-service portal used for Kentucky’s other public assistance programs, benefind.ky.gov, as well as visiting their local office.
- SNAP Fraud Framework Implementation Grant: On April 26, DCBS submitted an application for a federal grant to fund projects that address SNAP fraud. Kentucky’s innovative proposal outlines an electronic dashboards identifying analytic elements consistent with patterns known of fraud. An example of this may be mapping cases where card spending/card usage does not appear to meet program goals. This will include identifying cases in which the client is using SNAP benefits out-of-state for more than one month (outside of neighboring counties) or unusual activities around questionable locations (e.g., race courses, casinos, etc.) that are outside of client location and place of work. This will be a visual dashboard with drill-down capabilities. This will allow the central office staff to closely monitor the SNAP authorized stores for compliance with the program.
- Change Agents Forum: A group of DCBS Change Agents met in late April to capture updates on the status of Kentucky Health, the implementation of KI-HIPP, and household composition clarification. This effort with between the DCBS Division of Family Support and Service Regions is a strategic way to disperse communications to the local level in a manner that engages staff to take ownership of their Change Agent responsibilities. Participants are challenged to accept the three step process to “Learn, Share, Do” model. There are tiers of change agents as well as types, including DCBS and Workforce Change Agents. To be successful in this role an individual needs to be a good communicator, influential in their local office, and confident in the message.

Employee of the Month - Kayla Standafer

Kayla Standafer, Procedures Development Specialist II in the Division of Child Care, has been selected Frankfort Central Office Employee of the Month for April!

Kayla's nominator wrote that "DCC benefits greatly from the leadership, work ethic and positive energy Kayla brings to her job every single day."

The nomination also describes how, as an administrative assistant, Kayla supported DCC through several major initiatives, like the Race to the Top Early Learning Challenge and the transition to the benefind portal. This fantastic work ethic helped her qualify for her new position, which was established last year.

In her new role, Kayla is tasked with coordinating the development of policy manuals for all of the sections of DCC, improving the user experience on the DCC website and assisting with DCC regulations.

"Kayla has only been in her new position for a few months and the amount she has accomplished is impressive," her nominator wrote.

Congratulations, Kayla!

Get to Know Kayla Standafer

What drew you to the work that you do?

In 2013, I graduated from Sullivan University with a degree in Early Childhood Education. I had ambitions to become a preschool teacher. However, life has a way of steering you in different directions. I found myself really enjoying working with families versus just children. It brings me joy to know that the work we do in the cabinet has a ripple effect, we not only help the family unit, but generations to come.

When people ask what you do, how do you describe it?

I tell them I get to do what I love. In my current role, I write and edit all the internal procedure manuals. I also get the privilege to assist the legislative liaison in our Division with bill reviews. This year I have gotten to understand the legislative process, and how important it is that our voices in the cabinet are represented.

What are your favorite tasks related to your work?

Currently, I am tasked with assisting the Early Childhood Policy Advisor in creating more in depth trainings for our internal staff. I have enjoyed creating materials that I know will improve the impression families get from our Division.



What are your professional goals in your role?

My goals are to assist in creating internal trainings that will help staff feel more confident in their roles, finish all internal procedure manuals, and to learn more about the regulatory process.

What was your strangest day on the job?

I serve, as the safety monitor for our Division, so any time there is a drill, there always seems to be something strange that happens! Other safety monitors will know what I mean!

What is the best part of your job?

In our Division, I am part of a group called DCC Team Boosters. We work hard to make sure our Division is a place of inclusion, and we celebrate staff and their life events. My favorite activity we plan is 'person of the week.' Every month we draw a staff person's name from a jar, and that person gets to be celebrated all week long, not because it's their birthday, or they experienced a new life event, but just because they are here and a part of our Division. I really enjoy getting to tell a staff person their name was drawn, and to see their excitement.

Employee of the Month - How to Nominate

Nominate a colleague to be the CHFS Employee of the Month! This program helps supervisors in recognizing outstanding employees, but anyone can make a nomination.

One Frankfort-based employee and one field office employee are recognized each month and will receive a Governor's Citation.

Frankfort honorees get the use of a preferred parking space at the CHR Building for one month.

DCBS honorees will be featured in the Vision newsletter and online.

Here are the nomination requirements:

- Employee performs his/her job well, above and beyond requirements.
- Employee demonstrates leadership abilities in the office.
- Special consideration may be given to an employee who serves in his/her community, outside of the office, as a volunteer or servant leader.

Find the online nomination form at
https://docs.google.com/forms/d/e/1FAIpQLSdjWkf642_TEXI7dNEnmO2nfhwrrqC1GMshdBEQa1MhTn7fag/viewform

New Process to Nominate Staff for Commissioner's Citations



The nomination process for Commissioner's Citations has changed. A newly required nomination form - available online - is easy to complete. Nominators are asked to share specific examples of how the nominee provides quality service or give a detailed narrative description of the employee's contributions and performance.

A Commissioner's Citation recognizes those who go above and beyond the call of duty to demonstrate excellence, outstanding performance and contributions to DCBS. It is a great way to honor the focus and dedication of an employee who goes the extra mile or who has made significant contributions to a project.

Anyone, including people from outside the agency and state government, can submit a recommendation.

Read more about the guidelines and get the nomination form at:
<https://chfs.ky.gov/agencies/dcbs/oc/Pages/default.aspx>.

Child Welfare Transformation

The Child Welfare Transformation workgroups took a brief pause in April to allow for an evaluation of the effort in planning for phase two, year two. A report recapping the past year of the Child Welfare Transformation is under development.

Going forward, workgroup structure will be reviewed, judicial engagement will be paramount, and each workgroup will have a renewed focus on data analysis and performance measurement.



Eastern Mountain Service Region staff discuss Child Welfare Transformation at an April meeting.

- Casey Family Programs continues as a strong support for the effort. Executive leadership from Casey Family Program participated in the Face It luncheon and meet with the Governor and First Lady regarding the state's child welfare efforts on April 15. Commissioner Clark participated in a meeting of new state child welfare leaders hosted in late April by Casey Family Programs.
- Casey Family Programs has provided funding to Kentucky Youth Advocates in effort to enhance overall communications and related strategies regarding the state's child welfare transformation. Regional forums concerning the state's plans to be an earlier implementer of the Family First Prevention Services Act of 2018 (Pub. L. 115-123) or FFPSA have been scheduled in May and June.
- Through support afforded by Casey Family Programs, Chapin Hall has agreed to review DCBS' Standards of Practice utilized by field staff to ensure practice guidance is consistent with FFPSA implementation, namely the shift to provision of more in-home prevention services, and the transformation efforts overall.
- Kentucky's FFPSA efforts, START, and Child Welfare Transformation will be presented during upcoming national conferences, the American Public Human Services Association's National Health and Human Services Summit in May and the federal Children's Bureau 2019 National Child Welfare Evaluation Summit.

From the Foster Care and Adoption Workgroup

- The Division of Protection and Permanency (DPP) staff have continued to move towards a contract with the University of South Florida (USF) regarding a partnership opportunity to create and maintain a Kentucky (KY) Just In Time Training (JIT) website. This KY-JIT website would provide information and web-based training videos that would facilitate and support foster parents, relative caregivers, and birth parent learning strategies to improve their skills. This would supplement what is currently provided by Eastern Kentucky University-University Training Consortium.
- DCBS is working with the Office of Administrative and Technology Services (OATS) and the Kentucky State Police (KSP) on interim and long-term solutions to expedite the process of background checks for prospective foster/adoptive parents. As a result of House Bill 1 (2018 Regular Session), KSP is moving to a new electronic platform for which vendor services are in the process of being secured. OATS is leading the charge to ensure business interests of DCBS and other organization units within the cabinet are represented.
- Gov Delivery went live on April 15, allowing DCBS to communicate statewide and regionally with foster and adoptive parents. All current foster and adoptive parents' email addresses were uploaded in the system per region from TWIST. Regions have begun sending notices of trainings and community events. DPP also sent a statewide survey on behalf of the University of Kentucky Center on Trauma Children to all DCBS foster and adoptive parents and through the child-placing agencies' list serv. This study is designed to identify the experiences of stress, burnout, and satisfaction related to being a foster parent.

From the Prevention Supports/Permanency Workgroup

- Chapin Hall consultants are in the process of analyzing results of the provider readiness assessment supporting the state's FFPSA implementation. Enhanced engagement of providers is anticipated through summer to bolster readiness.

Child Welfare Transformation

From the Workforce Supports Workgroup

- The Culture of Safety implementation continues with intensive focus on the child fatality/near fatality review process and presentation to the community stakeholders group for the Title IV-B Child and Family Services Plan. A judicial presentation has been planned for May 30. Implementation of the new child fatality/near fatality review model is scheduled for Oct. 1.

From the Relative Placement Supports Workgroup

- Administrative regulations to outline the enhanced service array, legal options, and full disclosure (of options) for relative/fictive kin caregivers were filed Dec. 13, 2018, and received public comment. The administrative regulations successfully passed the first legislative oversight committee with adoption anticipated May 31.
- DCBS submitted the state's application for Federal Fiscal Year 2019 Kinship Navigator Grant funds on March 14. This application will support a communications plan through the Eastern Kentucky University-University Training Consortium; KY-KINS, a pilot program offering peer-to-peer supports to kinship caregivers; and call services supports.
- The new child specific foster home type began April 1. This is the second phase of the multi-phased project to provide an enhanced service array to relative and fictive kin caregivers that better matches the state's high value of said placements. Intensive face-to-face training was provided to recruitment and certification staff statewide throughout March. New and revised standards of practice (SOP) were issued April 1.
- DCBS and the Training Branch developed a curriculum for kinship navigator training. Training sessions are now scheduled throughout the state for field staff. DPP staff continue to work with training resources on the roll-out of the training as well as the child-specific pre-service training.
- As of May 6, 19,983 payments had been issued as a result of the D.O. v. Glisson ruling since February 2018, totaling \$16.9 million. Over 3,200 children have been deemed qualified.

From the Fiscal Modernization Workgroup

- The first meeting of the House Bill 1 study group on privatization occurred on Jan. 17. During the February through April meetings, the study group engaged in literature reviews, participated in panel discussions with experts, and better defined its scope. During the May 6 meeting, the study group outlined the content of its forthcoming report. An initial draft report is expected in June for review, to ensure timely submission of the study group's recommendations by July 1.
- DCBS continues to work with the Department for Medicaid Services regarding language for the State Fiscal Year 2020 Managed Care Organization (MCO) contracts and request for proposal for managed care in the next budget biennium, inclusive of one MCO for foster children. This works pairs well and is timed with the decoupling efforts of the foster care rates reimbursed to private child-caring facilities and child-placing agencies.
- DCBS has secured the services of the Public Consulting Group, Inc. (PCG) in its decoupling efforts and modified claiming under Title IV-E. Intensive work to ensure the state's readiness for claiming under FFPSA is under way.
- A section of the provider readiness survey previously mentioned included an assessment of providers' readiness for de-coupling of the currently bundled foster care per diem. DCBS will reimburse providers for room, board, and watchful oversight, and providers will direct bill for behavioral and other health services. De-coupling regional meetings have occurred to support the provider community's readiness.

From the Transition Aged Youth Workgroup

- The new Independent Living curriculum, LYFT, is scheduled for release in June 2019.
- Members of the Voices of the Commonwealth continue to meet with the workgroup to inform the strategies and transformation effort.

Child Welfare

Additional Updates

- 922 KAR 1:350, 922 KAR 1:310 and 922 KAR 1:495 were filed as emergency regulations on April 1. Amendments are a result of the child-specific foster home as well as the federal model foster home standards that were released in February. The administrative regulation will be subject to public comment through May.
- DCBS is continuing to work with OATS to develop a new website for KAPE, Kentucky Adoption Profile Exchange, formerly SNAP-Special Needs Adoption Program, in effort to improve recruitment of qualified adoptive homes for children without an identified adoptive home. Another conference call was held in April to discuss technology solutions for adoption inquiries submitted directly through the site.
- Community Collaborations for Children, funded by the Community Based Child Abuse Prevention Grant (CBCAP), has submitted an abstract to our federal partners to be presented in April 2019 at the National CBCAP conference.
- Drafts of the private child-caring facilities and private child-placing agreements have been edited based on feedback from private providers. The drafts have been submitted to the Office of Legal Services for review prior to implementation of the next fiscal year.
- DCBS continues to meet with the Capacity Building Center for the States to begin work on the development of the next Child and Family Services State Plan (CFSP) for 2020-2024. Partners from the Children's Bureau were onsite on April 17 and 18 for joint planning to discuss the development of the CFSP. Children's Bureau provided some feedback and instruction for the plan. Stakeholder involvement and development activities will continue until submission of the plan. The state plan will be due by June 30.
- The Performance Improvement Plan (PIP) to address findings from the federal Child and Family Services Review conducted in July 2016 was approved on April 1 by the Children's Bureau. DCBS has officially begun monitoring of the PIP. The PIP safety workgroup is finalizing selection of a national safety model to implement. The model will guide practice through all phases of casework.
- DCBS is working with the University of Louisville on Project PIVOT, a human trafficking grant to address child trafficking in Kentucky.
- The Child Protection Branch and OLS presented a mandatory reporting training at the 7th Annual Child Abuse Prevention Conference in Morehead.
- The Child Protection Branch continues to collaborate with the Department for Behavioral Health, Developmental and Intellectual Disabilities (BHDID) and community partners on effective implementation of a plan of safe care. Local and statewide meetings continue between DCBS staff and community mental health centers. The current focus is working toward establishing universal substance misuse screening for pregnant women, systems-wide release of information form, and inclusion of hospital staff in the coordination of services. Currently, there are four pilot sites: Louisville, Lexington, Prestonsburg, and Somerset. Including a DCBS representative, presented on its plan of safe care during the April 2019 Child Welfare League of America conference in Washington, D.C.
- Registration and interviews for Fostering Success are in progress for 2019, the fourth year of the program. There are currently a record number of 129 young people registered for the program and approximately 30 employers committed across the state to be a worksite provider. Young people will continue to work in the cabinet; however, a new registration process is being employed this year to help identify the youths interest and expand in the private sector. In addition, this year, young people will be paired with a job coach who will provide professional development and career planning support.
- DPP has continued to partner with OATS to build a new independent living portal and content has been submitted. The portal will be called KY Resources for Independence, Success, and Empowerment (RISE). The first phase of RISE is expected to launch in June 2019. There will be a ribbon cutting ceremony at the annual teen conference on June 12 at the Marriott Griffin Gate in Lexington to reveal all of the changes to Kentucky's independent living services to include the new name, KY RISE.

Child Welfare

Additional Updates

- Angela Winkfield, the DCBS liaison with the Kentucky Commission for the Deaf and Hard of Hearing (KCDHH), completed an informational “Coffee Chat” on March 25 providing information about DCBS’ investigative process to members of the deaf and hard of hearing community. The information was filmed in ASL and captioned for the targeted audience. Once approved, the video will be available on the KCDHH website and by DCBS.
- On June 20, there will be a “by invitation only” session during the 2019 Systems of Care Academy for foster parents, deaf-member families, and others. This will be an opportunity to discuss barriers to service delivery and problem solve.
- DPP continues to work with OATS on the implementation of NEICE. NEICE will streamline the process for interstate placement of children. Interstate requests will be submitted electronically. NEICE is expected to deploy May 2019.
- DPP Clinical Service Branch has a staffed medical support section. Medical Support nurses are available for consultation related to:
 - Medically complexity;
 - Child protection medical consultation;
 - Child fatalities related to medical issues; and
 - Psychotropic medication monitoring.
- There are currently 56 youth decertified in acute psychiatric or PRTF settings for whom DCBS is actively seeking placement. This shows a reduction from the start of the year.
- DCBS Commissioner Office and DPP staff attended the 2019 Child Welfare League of America Conference and the federal Children’s Bureau National Conference on Child Abuse and Neglect.

Self-Care Corner

May is Mental Health Awareness Month, and state employees have access to a service that can connect them with professionals and talk about mental health issues that affect them professionally.

When employees are having personal problems that interfere with their work, the Kentucky Employee Assistance Program (KEAP) can provide a first step to the solution. KEAP helps employees find help with issues that may affect job performance. Issues may be mental health or substance abuse, or issues with marriage and family, finances or physical health. Employees’ dependents are also eligible. Staff can self-refer, but supervisors may also refer staff when job performance declines. When an employee is referred to KEAP, participation is not mandatory.

Employee involvement with KEAP is permitted on state time with the supervisor’s prior approval.

By law, everything about KEAP is confidential. Confidentiality may be limited when there is a concern for client safety or the safety of others. Any other information disclosed requires an employee’s specific permission. Information is not included in personnel records or revealed to supervisors, coworkers, family or friends. KEAP records are not subject to open records requests. With your permission, KEAP may disclose information in order to assist in obtaining treatment services for you. Participation in KEAP does not jeopardize your job or promotional opportunities.

There is no cost for information from KEAP or referral services. Staff can contact KEAP toll-free at 800-445-KEAP (5327) or 502-564-5788. Office hours are 7:30 a.m. – 4:30 p.m. In the case of an emergency situation, do not leave a message. Call 911, or call the phone number on your insurance card, or go to the nearest hospital emergency room.

For more details on KEAP, log on to <https://personnel.ky.gov/Pages/KEAP.aspx>.

